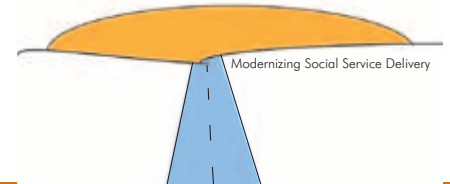


Avenues Q&A

New Horizons



What is Avenues?

Following the Customer and Provider Portal Project, the Avenues project will be the next step in the modernizing social service delivery efforts. Avenues will advance the modernization efforts in supporting the self-service business model implemented with CAPP and also providing staff efficiencies through new automated business processes and taking advantage of new technologies such as automated business rules that will enable our organization to make changes to our system much faster than we can today.

What programs are included in Avenues?

Avenues will include the implementation of a new, modernized Eligibility and Benefits Administration System that will replace several of our legacy systems: KAECSSES-AE; KSCares, LIEAP, and related sub systems.

Programs that are included are TAF Cash Assistance, Refugee Cash Assistance, General Cash Assistance, Food Assistance, Work Programs, Child Care Subsidy, Foster Care and Adoption Support Payments, and Low Income Energy Assistance (LIEAP).

What will be gained through Avenues?

Avenues will establish the capability of a single view of a client (or single client index) with the listed programs initially, but with additional programs in the future.

Avenues will identify and establish new business process efficiencies for staff.

Avenues will incorporate a content management solution that will integrate with the new Eligibility and Benefits Administration System. This will reduce the dependence on paper documents in support of the listed programs initially, but with additional programs in the future. Moves away from paper documents by implementing an integrated content management solution.

Avenues will provide new capabilities for customers to view and submit information electronically, where appropriate, and give them better access to aid in becoming more self-sufficient.

Avenues will incorporate the ability to utilize electronic communications and will be expandable to adapt to new technologies that become available.

What is the current status of Avenues?

The current activities of Avenues are focused on the preparation, submission, and approval of various planning documents by our Federal partners and the State CITO/EPMO office. As we move through these activities, more communications and details about Avenues will be provided.

How does Avenues fit into the strategic direction of the agency?

Avenue's will advance the modernization efforts in supporting a self service business model, providing staff efficiencies through new processes and technologies, and putting the customer at the center of service delivery.

